



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla, CHAIR

Timothy L. Lapointe

Robert F. Holz

Steven Olson

Krista Wenzel

Matt Behrens, Interim State CIO
(ex officio)

Rob Sand, State Auditor
(ex officio)

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes December 16, 2021

FINAL

To ensure the most efficient use of State resources, the December 16, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Barb Kniff McCulla, Chair

Bob Holz, Member

Steve Olson, Member

Krista Wenzel, Member

Timothy Lapointe, Member

Drew Stensland, Representing the State of Iowa Auditor, Ex-Officio Member

Commissioners Absent

Matt Behrens, Representing the Office of the Chief Information Officer (OCIO), Ex-Officio Member

Iowa Communications Network Staff

Randy Goddard, Executive Director

Deb Evans, Chief of Staff

Mark Johnson, Chief Administrative Officer

Scott Pappan, Chief Technology Officer

Ryan Mulhall, Network Services Bureau Manager

Mike Cruise, Finance Bureau Manager

Stephanie DeVault, Business Services Bureau Manager

Patrick Kazeze, Facilities/ TAC Bureau Manager

Mark Dayton, ICN Sales Engineer

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Sean Cory, Lumen

Ray Warner, Aureon

Rob Smith, Fiber Network Services (FNS)

Scott Golberg, Fiber Network Services (FNS)

Alan Nagel, Office of the Attorney General

Call to Order:

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

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Approval of the November 18, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the November 18, 2021 meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Olson seconded the motion.

The motion passed unanimously.

Old Business:

None

New Business:

Agency Updates

Contracting Update – Mike Cruise

- There has been no notification on the ruling on the Department of Corrections (DOC) Request for Proposal (RFP).
- One sole source signed/upcoming:
 - A vendor who hosts our Account Utility application, which is where ICN posts invoices for our customers. Customers can view them and State government customers can make changes to their expense account coding.

COMMENTS

None

Finance Update – Mike Cruise

Budget-to-Actual Report

Monthly Revenues and Expenses:

The month of November resulted in an operating margin of -\$92,618 or -3.5%. This is \$70,842 favorable to the budget, which is -\$163,460. Even though the budget is negative, it is the second month in a row that ICN has been favorable to budget. Another positive is that overall revenues are favorable to budget by \$101,746. Direct expenses are favorable to budget by \$21,472. This provides a gross margin that is \$123,218 favorable to budget. Revenues and direct expenses are both favorable to budget for the second month in a row. Total allocated expenses are unfavorable by \$52,375, which gives our net total of positive \$70,842.

Year-to-Date (YTD) Revenues and Expenses:

Through November, ICN had an operating margin of -\$1,009,872, which is \$92,249 unfavorable to the budget of -\$917,623. As expected we made gains towards the YTD budget.

Comparison to November FY 2021:

The current year operating margin for the month of November is \$61,740 unfavorable to November FY 2021. Revenue is almost equal at \$2,038 unfavorable to last year. Direct expenses are \$7,326 unfavorable producing a gross margin that is \$9,365 unfavorable. Total allocated expenses are unfavorable by \$52,375.

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Year-to-Date Comparison to FY 2021:

Operating margin is now \$667,584 unfavorable to last Fiscal Year. Revenue is down \$661,000 from last year, while direct expenses are now \$83,555 unfavorable and allocated expenses are favorable YTD compared to last year.

Workday Update

- No new updates for Workday other than continuing to learn about functionality of the FIN module.
- Staff accountant Kevin Heinzeroth will be helping on the FIN piece and Deb Evans has been assigned as the executive representative for the ICN.

COMMENTS

None

Business Services Update – Stephanie DeVault

General Updates

- For the month of November, Business Services booked \$88,000 in new revenue.
- ICN had no new customers for the month of November.
- No new waiver requests were received.
- Working on end of life and end of services with our LECs (Local Exchange Carriers).
- Team is working on renewals.

Healthcare

- Ethernet Order: Unity Point-Marshalltown.
- Internet Order: Horn Memorial Hospital and Mercy Sioux City.
- Ethernet Order: Mercy-Des Moines and Mercy Ambulance Center-West Des Moines.
- Ethernet/VLAN Connection: Regional Health Services in Howard County.

Government

- Internet Order: OCIO, Iowa Veterans Home-Marshalltown, and Iowa Workforce Development-Spencer.
- Fiber Build and Ethernet: Iowa Department of Human Services (DHS)-Newton.
- Ethernet Order: DHS-Grinnell, DHS-Manchester.
- Dark Fiber: U.S. Department of Agriculture.
- Ethernet Upgrade: Iowa Lottery for three locations (Storm Lake, Cedar Rapids, Ankeny).

Public Safety

- Ethernet and Firstnet: HSEMD-New Hampton, Ida Grove, and Ringgold.
- Ethernet Upgrade: Iowa Department of Public Safety (DPS)-West Des Moines.
- Cabling for MVS: DPS Districts 10,13,4 and 6 and Post 2 and 3.

Education

- Iowa State University (ISU)-ARA Project-Lit Services.
- Internet Increase: Hawkeye Community College-Cedar Falls and Waterloo locations.
- Internet Upgrade: Iowa Southwestern Community College (SWCC).
- Internet Upgrade: Woodbine CSD.

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- TAC Cabling: Iowa Public Radio.

Marketing and Communications

- Released an article about the completion of the Equipment Upgrades for Healthcare Network (IRHTTP).
- SYBAC meeting was held on December 14. Guest was Corey Martin from Iowa Hospital Association talking with the students about telehealth applications and Iowa's telemedicine opportunities.
- ICN released its annual report on November 18.
- ICN's sales team will be sending holiday cards to customers.
- Service of the Month and Industry of the Month. Cloud Connect and Healthcare.
- Business Communicator communication to customers.

COMMENTS

Chair Kniff McCulla – For the telehealth piece, that is kind of the buzz word. Are we finding that will draw in additional customers?

Steph DeVault – Yes, we are seeing more funding pushed to hospitals. Customers that were not connected to ICN are starting to come to the ICN for redundant connections. They are also looking for bigger connections with fiber.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

- Core Upgrade Project. Migrated last circuit in Waterloo, so that site is completed. Mason City and Oelwein have been completed in the last month, and Independence is in the middle of decommissioning. Currently we have a push in Fort Dodge for circuit migrations. We will pick up after January 1 with Estherville.
- Palo Alto (Firewall Migration Project): This is a major focus within the next two weeks as we move to a new firewall solution for ourselves and the State Firewall. Firewall admins and Palo Alto successfully cut over the first customer. We are making great progress.
- Windstream orders: ICN has two orders in with Windstream for extra bandwidth at our primary Internet points in Chicago and Denver. This will take our Internet capabilities from 20GB to 40GB.
- Completed Risk Assessment with OCIO. OCIO started this program back up. There is a lot of value in this, and we wait for the results in the next couple of months.
- Grants: We completed all the administration for the critical infrastructure monitoring and access controls grant. We were able to get the contractor to provide the appropriate bills needed to pay and submit to Homeland Security. We are completely done with the first round. There is an application process going on right now, we have five projects submitted. We plan to submit more projects in the future.
- Engineering Update: Aggregation planning is in full swing. We received the quotes and working through those with Lumen and Juniper. We are beginning the implementation planning. Team is reviewing sites that ICN wants to target first. The plan is to do about 10-15 sites a quarter, starting with high-value sites related to the Core. Engineering has been decommissioning legacy equipment

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and circuits related to the Core. Engineering is also assisting Facilities with battery replacements from our Derecho claim.

- Outside Plant (OSP) Update: 24 new projects in November. We had one cable damage that had no cost to fix. We also had one cable damage that was billable to another entity. We had four new estimates.

COMMENTS

None

Administration & Facilities Updates

Facilities and TAC Update – Patrick Kazeze

- Windstorm Update from December 15: We had 21 sites that were impacted and out of those 3 recovered right away leaving 18 sites that ran on generators through the night. As of this morning there are only two sites still on generator power. The Jefferson site in Greene County, and the Cresco site in Howard County. There were two 911 circuits that also went down, and both are back up.
- ICN met with Camp Dodge Joint Chiefs of Staff to kick off the collaboration on the HVAC project. First an engineering company will be brought in to conduct a study. A proposal is on the table to replace chillers 1 and 2, which were originally installed in 1992. Phase I is to complete some electrical work. Phase II is to replace chillers 1 and 2. Phase III will be to upgrade the air handler that distributes the cooling throughout the building. Phase IV will replace the ICN chiller, chiller number 4. The intent is to engineer the replacement to be robust enough to accommodate today's needs and future growth and increased heat loads as our colocation space continues to grow.
- Additional JFHQ upgrades: Lower level carpet replacement.
- TAC update: Busy working on the conference room project and are nearing completion. As of today, there are 50 conference rooms completed. By December 17 we will be at 95% completed. A lot has been slowed down and TAC has been able to stay on-track.
- Outstate Installs: Gathering data for future estimates and completing site surveys.
- Glenwood CSD: We had asbestos issues in the FOTS room. This will be completed in phases. We will need to remove the asbestos tile and sanitize our equipment. Once school is out for the summer, we will move to install new tile, out of consideration for the students and teachers that are in the class room next door.

COMMENTS

None

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Other Business:

Legislative Update – Mark Johnson

The legislative session starts on January 10. In anticipation, we are continuing to reach out to update legislators about the ICN.

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

No meeting for December. There were no significant personnel issues to update the committee.

Finance Committee – Mike Cruise

Meeting Date: December 13, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton gave updates on several contracting issues.
- Review of November FY 2022 financials as presented today.
- Update that we are still working on FY 2022 new revenue projections. Added to that request was a determination to the effects on revenue from the Internet rate decreases over the last year.
- Received a request to continue to provide a report on the various financial ratios and measures of financial health, which we will do going forward.

Customer and Services Committee – Stephanie DeVault

Meeting Date: December 8, 2021.

Attendance: Commissioner Olson, Stephanie DeVault, Ryan Mulhall, Mark Dayton, and Lori Larsen.

Topics Covered:

- Customer updates.
- Marketing procedures.
- Exciting opportunities forthcoming.

Operations Committee – Scott Pappan

Meeting Date: December 13, 2021.

Attendance: Commissioner Lapointe, Commissioner Wenzel, Ryan Mulhall and Scott Pappan.

Topics Covered:

- Supply Chain. Delays caused by shipping delays based on parts and vendors. Delays are between 30 days to 80 weeks.

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Public Comment:

Ray Warner – We at Aureon are finishing the completion of a new datacenter in downtown Des Moines (616 10th Street). We are hosting an open house on April 20 from 4 – 6 PM. Details are still being worked out, but we would like to have the ICN and Commissioners to attend. It will be a nice facility.

Chair Kniff McCulla – We wish everyone a Merry Christmas and look forward to 2022.

Adjournment:

The ITTC meeting adjourned at 11:06 AM.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission